



# New Mexico Public Schools Insurance Authority (NMPSIA)

Open Enrollment 2027

Get to Know your BCBSNM Dental Benefits



# New!

## Dental Enhancements Across Blue Access for Members<sup>SM</sup>

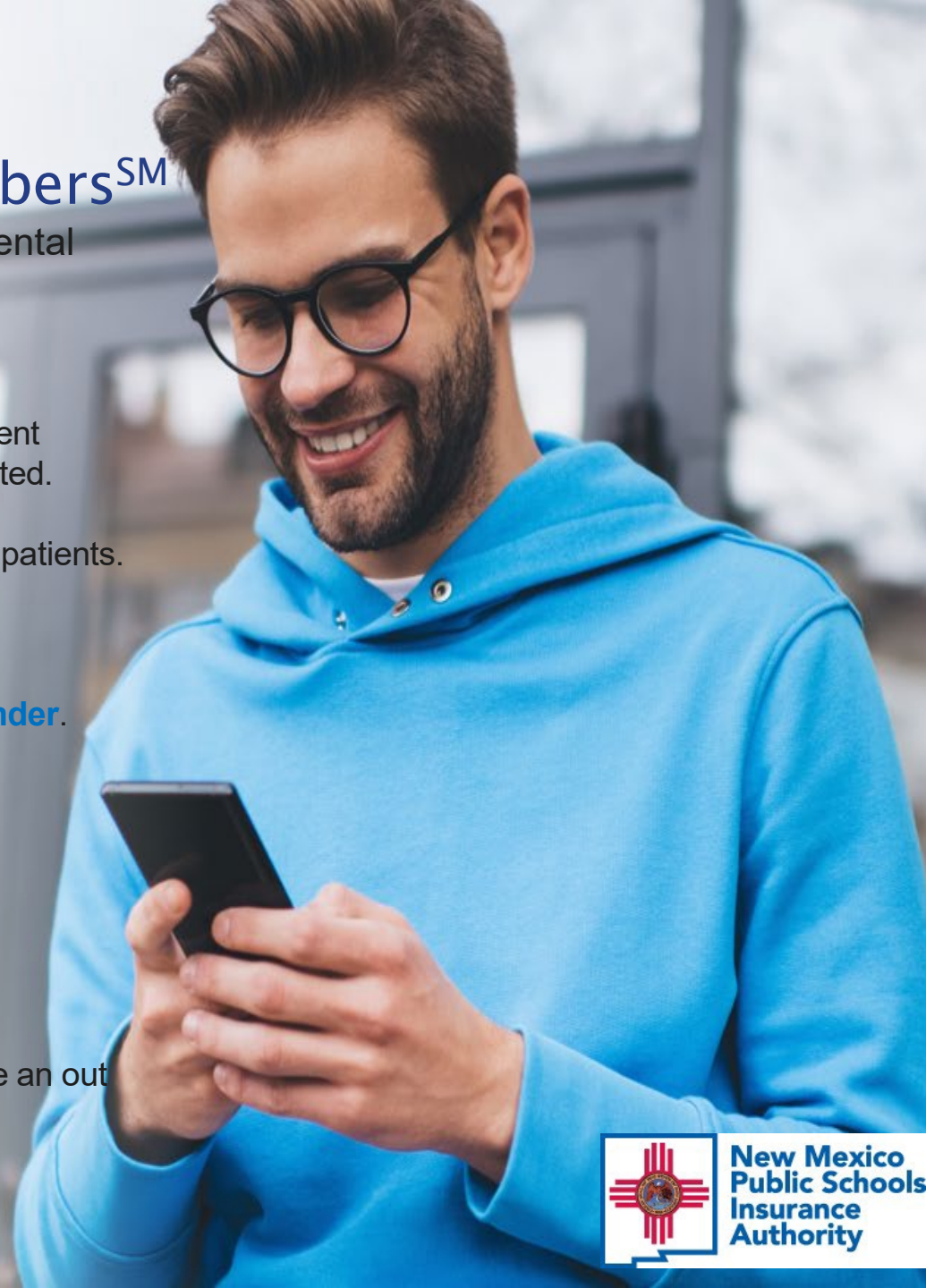
We've made **enhancements to BAM** so members can easily find access to dental care and understand their network coverage

### New Improved Dental Provider Finder Tool

- **Improved search methods**  
Members can **search** for dental providers by **ZIP code**, or **City and State** using their current location from one search box. There's no need to choose a search type before getting started.
- **Enhanced provider details**  
Members can see **network status, distance, ratings** and if providers are accepting new patients.
- **Improved Maps**  
Members can explore **options nearby** with a more **interactive map**.
- **Sort by Distance**  
Members can populate results by **proximity**, along with **provider name, specialty** or **gender**.
- **Access to the Dental Wellness Center**  
Members can access a **direct link** to the Dental Wellness Center **from the homepage**

### New Network Visibility Tool

- **Clearer network indicators**  
Members can see a **green badge** for **in-network** providers and a **red badge** for **out-of-network** providers when viewing claims
- **Find explanations**  
Members can **see** and find explanations for **why costs may be higher** when they utilize an out of network provider.
- **Provider Network Status**  
Members can **spot and understand** network **statuses** at a glance.



New Mexico  
Public Schools  
Insurance  
Authority

# New! Dental Claims Feature in Blue Access for Members<sup>SM</sup>

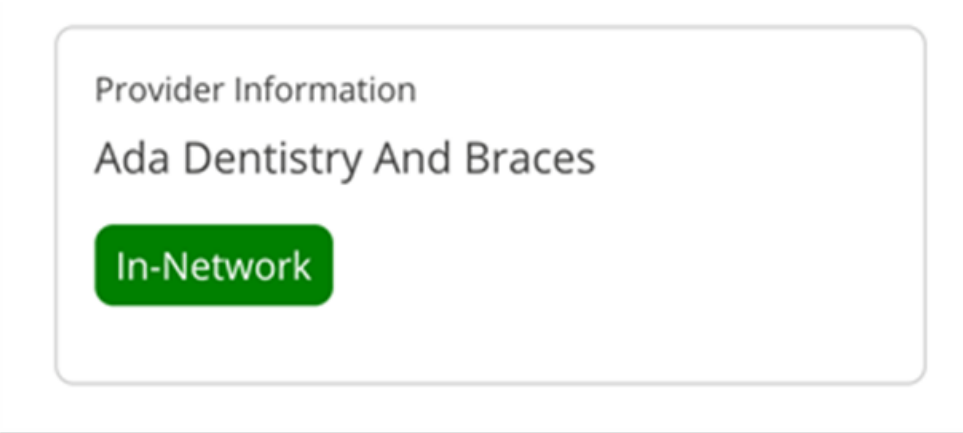
**What's new?** We continue to work toward improving our members' dental experience

The latest enhancement to BAM alerts members when they've used an out-of-network dental provider

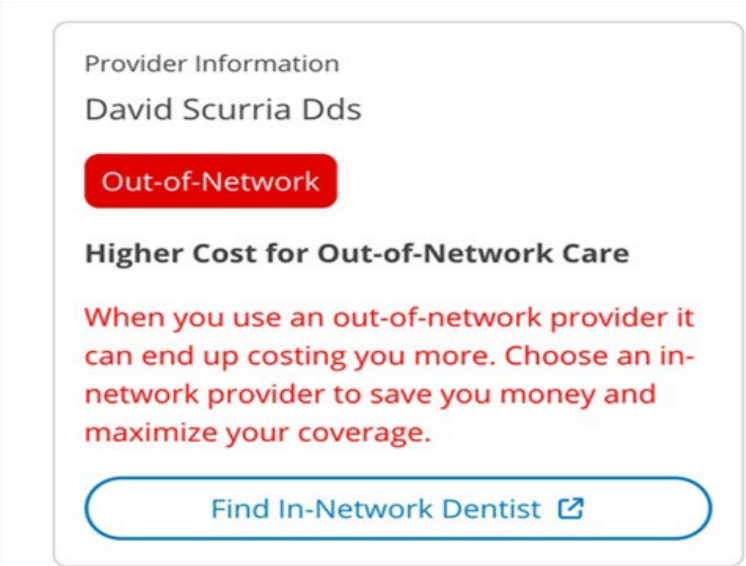
The new feature gives members a quick way to see their network coverage and helps them understand how choosing an in-network provider can save them money.

- Once logged in and viewing their claim details, members will see a **green** button if their provider is in-network and a **red** button if their provider is out-of-network. If the red badge is displayed, they'll receive an explanation as to why that provider costs more.

What a member sees if they used an **in-network provider**



What the member sees if they used an **out-of-network provider:**



# Sign Up for Blue Access for Members<sup>SM</sup>

BlueCross BlueShield of New Mexico

Welcome Individual & Family Medicare Medicaid Employers Producers Providers

Home Shop Plans For Members Find Care Prescription Drugs Get Help About Us

Search

Notice for Blue Access for Members Data Incident

Wherever Life Takes You

Whether traveling far or close to home, take your health with the BCBSIL Mobile App.

Get Started

Step 1 of 3  
Please fill out your policy information

First Name

Last Name

Date of Birth  
MM / DD / YYYY

Identification Number

Your identification number is listed on the left side of your ID card below your name.

|                                               |                       |
|-----------------------------------------------|-----------------------|
| BlueCross BlueShield of New Mexico            |                       |
| Subscriber Name:<br><b>JOHN DOE</b>           | Plan: PPO             |
| Identification Number:<br><b>ABC123456789</b> | Office Visit: \$20    |
|                                               | Specialty Copay: \$20 |
|                                               | Emergency: \$100      |
|                                               | Emergency: \$100      |
| Group Number: 123456                          | BNL: 01234            |
|                                               | Benefit Plan: H10PT   |

PPO R

Are you a Legal Guardian?  
☐ I am a Legal Guardian

Continue

Go to [bcbsnm.com](https://bcbsnm.com) and click on the log in tile.

Fill out your policy information and set up your login credentials

Online: Go to [mybam.bcbsnm.com](https://mybam.bcbsnm.com) to log into your account

OR

Get the App: text BCBSNMAPP to 33633\* for a download link

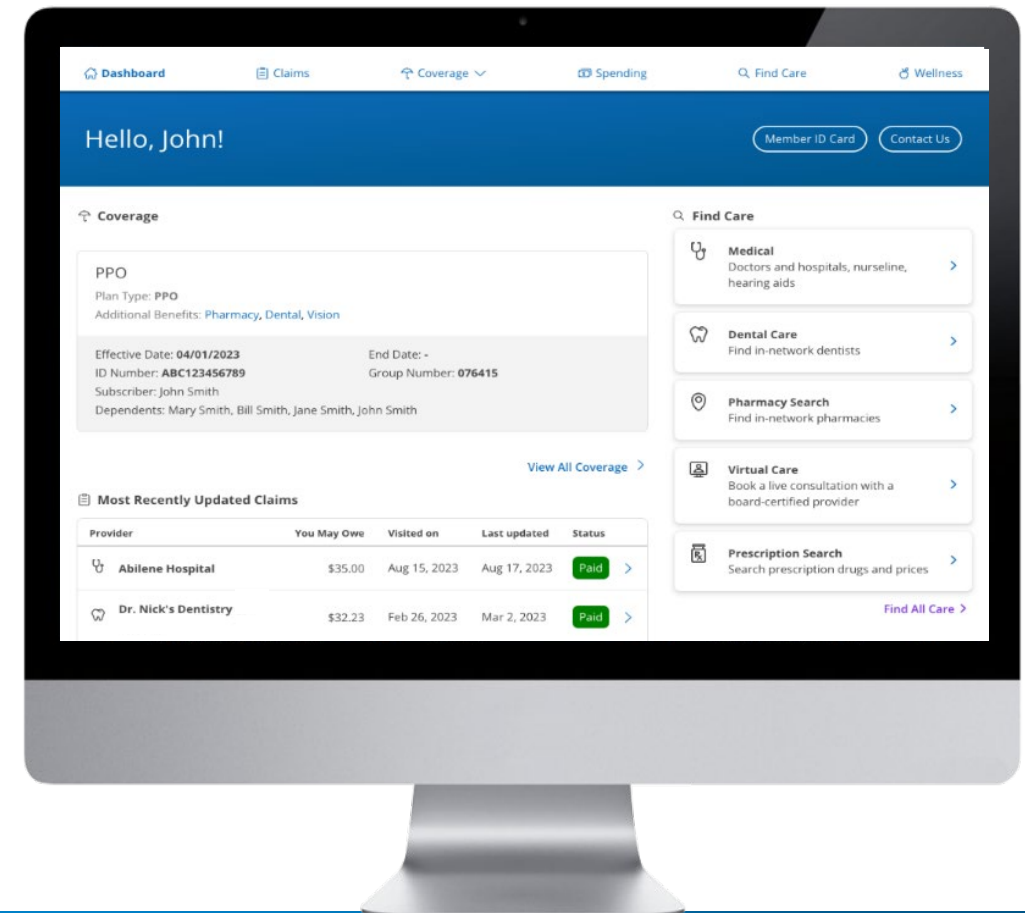


# Help at Your Fingertips



## From Blue Access for Members<sup>SM</sup>, your secure member portal, you can:

- Get copies of your ID card
- See claims and Explanation of Benefits
- Access spending summaries
- Search for a provider through Provider Finder<sup>®</sup>
- Schedule a virtual visit 24/7 with Teledentistry.com
- Engage in better overall health and wellness



# Dental ID Cards

## Accessibility Options:

- ID cards will be mailed to members
- Download and print an ID card from our member portal, Blue Access for Members<sup>SM</sup>
- Order a new ID card via our portal
- Utilize your digital ID card via our BCBSNM mobile application

## Member ID Card

[Medical](#) [Dental](#)



**BlueCross BlueShield**  
Blue Care Dental

Subscriber Name: \_\_\_\_\_

Identification Number: \_\_\_\_\_

Group Number: 100000

PPO DENTF

GRID+ \_\_\_\_\_

www.bcbsnm.com



**BlueCross BlueShield of New Mexico**

Dental Services 1-800-367-6401  
DNoA Pref Network 1-800-972-7565

To the Dental Provider: File claims to the following address:  
BlueCare Dental Claims: P.O. Box 23059,  
Belleville, IL 62223-0059.

Providers: [dnoaconnect.com](http://dnoaconnect.com)

This card is provided by BlueCross BlueShield of New Mexico, an independent licensee of the BlueCross BlueShield Association.

## Digital Member ID Card

The image is of the member ID card and proof of insurance for any dental visit. Simply download or print the image and show it to your provider.

Download the [Blue Cross Blue Shield of New Mexico \(BCBSNM\) app](#) to view on your mobile device.



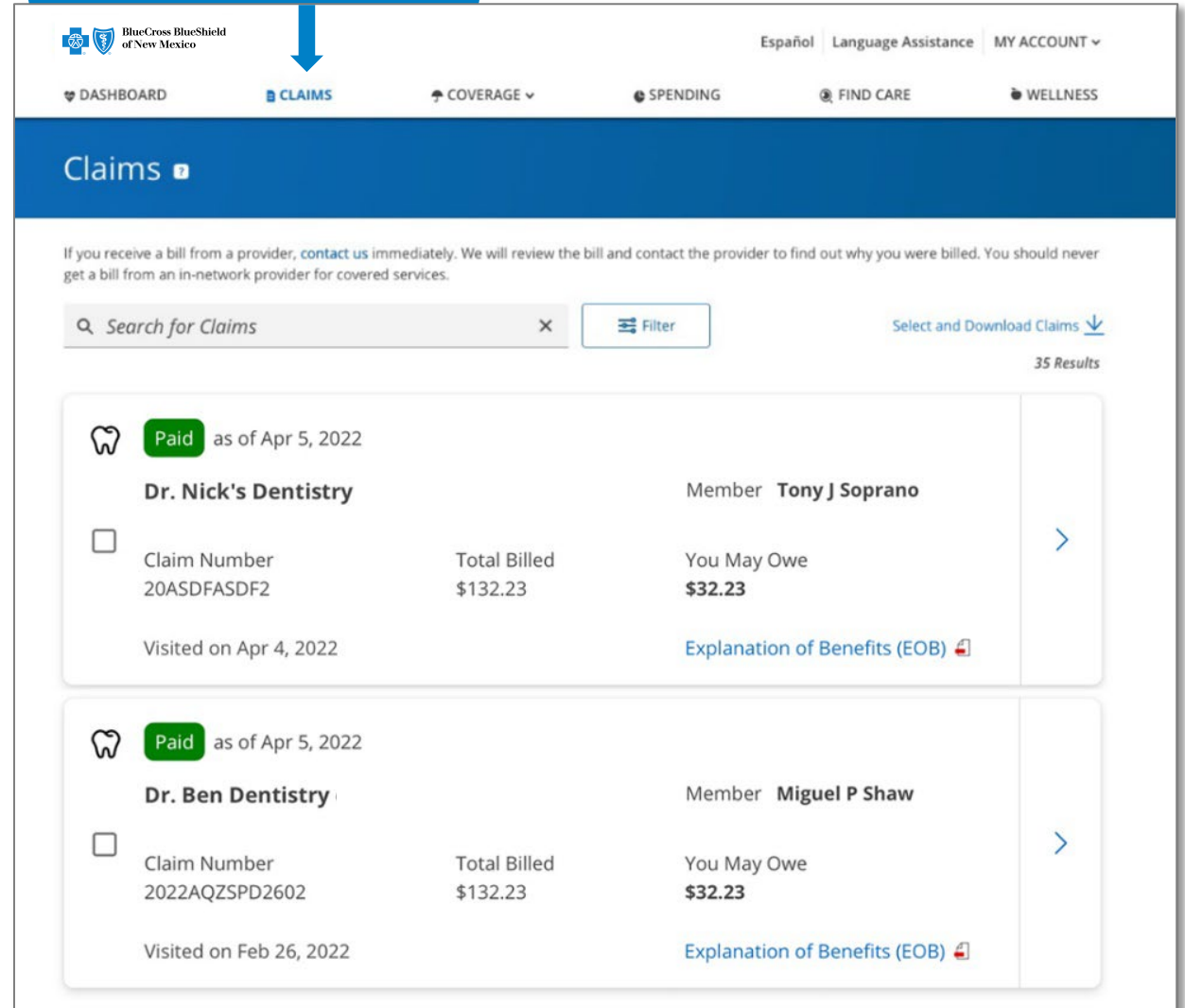
Screen images are for illustrative purposes only.

# Claims

From the Claims tab,  
you can easily:

- View a summary of recent claims
- Search for claims by provider or claim number
- Select and download claim details
- View or print Explanation of Benefits
- Access claim FAQs

From Your Dashboard  
click on **Claims**



BlueCross BlueShield of New Mexico

Español | Language Assistance | MY ACCOUNT ▾

DASHBOARD CLAIMS COVERAGE ▾ SPENDING FIND CARE WELLNESS

## Claims

If you receive a bill from a provider, [contact us](#) immediately. We will review the bill and contact the provider to find out why you were billed. You should never get a bill from an in-network provider for covered services.

Search for Claims × Filter Select and Download Claims ↓

35 Results

|                                                                                     |                               |                                                                                                                                   |
|-------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Paid</b> as of Apr 5, 2022 |                                                                                                                                   |
| <b>Dr. Nick's Dentistry</b>                                                         |                               | Member <b>Tony J Soprano</b>                                                                                                      |
| <input type="checkbox"/>                                                            | Claim Number<br>20ASDFASDF2   | Total Billed<br>\$132.23                                                                                                          |
|                                                                                     | Visited on Apr 4, 2022        | You May Owe<br><b>\$32.23</b>                                                                                                     |
|                                                                                     |                               | <a href="#">Explanation of Benefits (EOB)</a>  |

|                                                                                       |                                |                                                                                                                                     |
|---------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Paid</b> as of Apr 5, 2022  |                                                                                                                                     |
| <b>Dr. Ben Dentistry</b>                                                              |                                | Member <b>Miguel P Shaw</b>                                                                                                         |
| <input type="checkbox"/>                                                              | Claim Number<br>2022AQZSPD2602 | Total Billed<br>\$132.23                                                                                                            |
|                                                                                       | Visited on Feb 26, 2022        | You May Owe<br><b>\$32.23</b>                                                                                                       |
|                                                                                       |                                | <a href="#">Explanation of Benefits (EOB)</a>  |

# Easy-to-Navigate EOBs

Dental EOBs are color coded to be member-friendly.

## Color-coded categories

- Member's Responsibility**  
Includes any applicable taxes. Dental services are generally not subject to sales tax, as they are considered essential healthcare.
- Amount Billed:**  
Total amount the provider billed for the member's services
- Dental Plan Responsibility:**  
The portion we paid to the member's provider

## Simplified terminology

Easy-to-understand terms are used consistently within the EOB and in other member communications.



Not all EOBs are the same. The format and content of an EOB depends on your benefit plan and the services provided. Deductible and copayment amounts vary.

BlueCross BlueShield of New Mexico

PO BOX 23060  
BELLEVILLE IL 62223-0060

JAS1

34891

YELLOW BANANA  
4576 YELLOW COUNTY LN  
BANANA OK 78942

Forwarding Service Requested

SUBSCRIBER INFORMATION

Subscriber #: 990410937  
Group Name: INDIVIDUAL RIDER  
Group #: Y01HCO  
Benefit Type: Dental

CLAIM INFORMATION

Patient: BANANA,YELLOW  
Claim #: 0020223632316549700000  
Processed Date: 03/23/23  
Provider: RIVCO LEASERVICE

Amount Billed\$100.00  
Discounts and Reductions\$0.00  
Dental Plan Responsibility\$50.00  
Patient May Owe\$50.00

For questions please call the number on the back of your ID Card.

| Service Information                 |               |               | Patient Benefits Applied |                |                            | Patient May Owe   |              |             |                    |               |
|-------------------------------------|---------------|---------------|--------------------------|----------------|----------------------------|-------------------|--------------|-------------|--------------------|---------------|
| Service Description                 | Service Dates | Amount Billed | Discounts and Reductions | Allowed Amount | Dental Plan Responsibility | Deductible Amount | Copay Amount | Coinsurance | Amount Not Covered | Patient Costs |
| D0150 Comprehensive Oral Evaluation | 12/28/22      | 50.00         | 0.00                     | 50.00          | 50.00                      | 0.00              | 0.00         | 0.00        | 0.00 (PD)          | 0.00          |
| D1330 Oral Hygiene Instructions     | 12/28/22      | 50.00         | 0.00                     | 50.00          | 0.00                       | 0.00              | 0.00         | 0.00        | 50.00 (I, PD)      | 50.00         |
| CLAIM TOTALS                        |               | \$100.00      | \$0.00                   | \$100.00       | \$50.00                    | \$0.00            | \$0.00       | \$0.00      | \$50.00            | \$50.00       |

Total covered benefits approved for this claim: \$50.00 to RIVCO LEASERVICE on 03/23/23

BENEFIT YEAR MAX REMAINING: \$1,400.00

Notes about amounts under "PATIENT BENEFITS APPLIED" and "PATIENT MAY OWE"

(PD) PD - THIS SERVICE WAS RENDERED BY A DENTIST IN OUR PROVIDER NETWORK. THE MEMBER IS NOT RESPONSIBLE FOR ANY CHARGES IN EXCESS OF THE ALLOWED AMOUNT.

(I) I - THIS PROCEDURE HAS BEEN DENIED. IT IS NOT COVERED UNDER THE MEMBER'S DENTAL PLAN.

If you are covered by more than one health plan, you should file all your claims with each plan. To protect the confidentiality of the member's Social Security Number and avoid processing delays, the Unique Identification Number on the member's ID card must be used when submitting claims. Providers, Customers, and Individuals: Cooperate with us to stop fraud. If you ever have any questions, call our fraud hotline at 800-411-2463.

Current Dental Terminology © American Dental Association

Blue Cross and Blue Shield of New Mexico dental programs are administered by Dental Network of America, LLC, a separate company. Blue Cross and Blue Shield of New Mexico is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

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# How to Find an In-Network Dentist

- 1 Go to [bcbsnm.com](https://bcbsnm.com) and log in or sign up for **Blue Access for Members**, then click on the **Find Care** tile
- 2 Click on **Dentists**
- 3 Click on the **BlueCare Dental PPO<sup>SM</sup>** link
- 4 **Search by:**
  - Location
  - Dentist Name
  - Dental Office Name
  - County

The screenshot shows the BlueCross BlueShield of New Mexico website. The top navigation bar includes links for Welcome, Individual & Family, Medicare, Medicaid, Employers, Producers, and Providers. Below this is a secondary navigation bar with Home, Shop Plans, For Members, Find Care (highlighted with a green box), Prescription Drugs, Get Help, and About Us. A search bar is located on the right. Below the navigation bar, there are two links: Member Information on Wildfires and Ruidoso Flooding, and Notice for Blue Access for Members Data Incident. The main content area features a large blue banner with the text 'Welcome to Your New Mexico Coverage' and a 'Visit Help Center' button. To the right of the banner is a photo of two children sitting on a bench. At the bottom of the page, there is a footer with links for SPOTLIGHT, OUR NETWORK, JOIN OUR TEAM, ARTICLES AND INSIGHTS, and ABOUT US. The New Mexico Public Schools Insurance Authority logo is in the bottom right corner.

BlueCross BlueShield of New Mexico

Welcome Individual & Family Medicare Medicaid Employers Producers Providers

Home Shop Plans For Members Find Care Prescription Drugs Get Help About Us

Member Information on Wildfires and Ruidoso Flooding

Notice for Blue Access for Members Data Incident

Welcome to Your New Mexico Coverage

Find answers to some of our members' most common health insurance questions.

Visit Help Center

Looking for Account Information? Sign up for secure access to your account and find your coverage details, member ID card, claims and more.

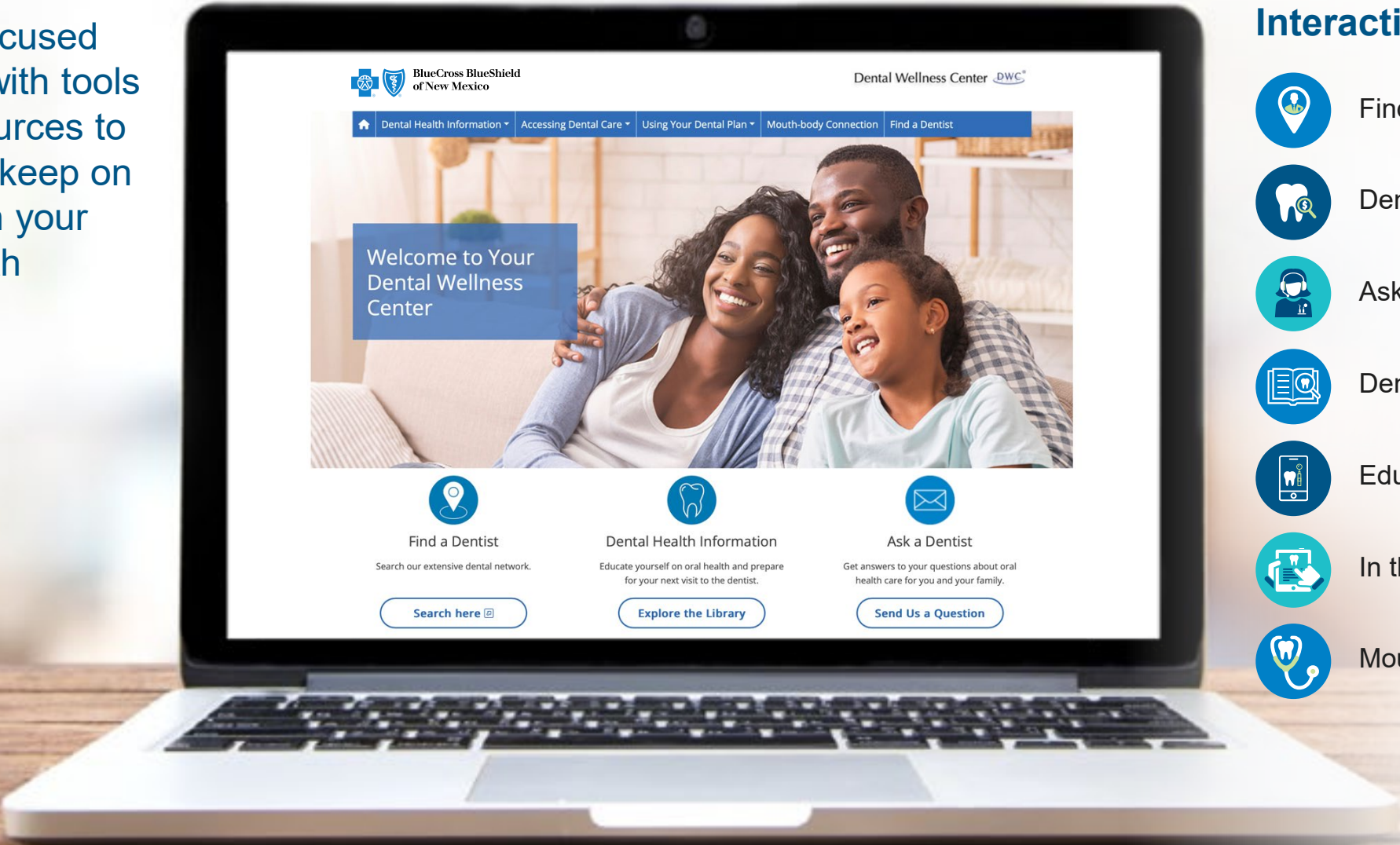
SPOTLIGHT OUR NETWORK JOIN OUR TEAM ARTICLES AND INSIGHTS ABOUT US

New Mexico Public Schools Insurance Authority

# Dental Wellness Center®



Dental-focused website with tools and resources to help you keep on track with your oral health



## Interactive Web Tools



Find a Dentist



Dental Cost Advisor



Ask a Dentist



Dental Dictionary



Educational Videos



In the News



Mouth & Body Connection

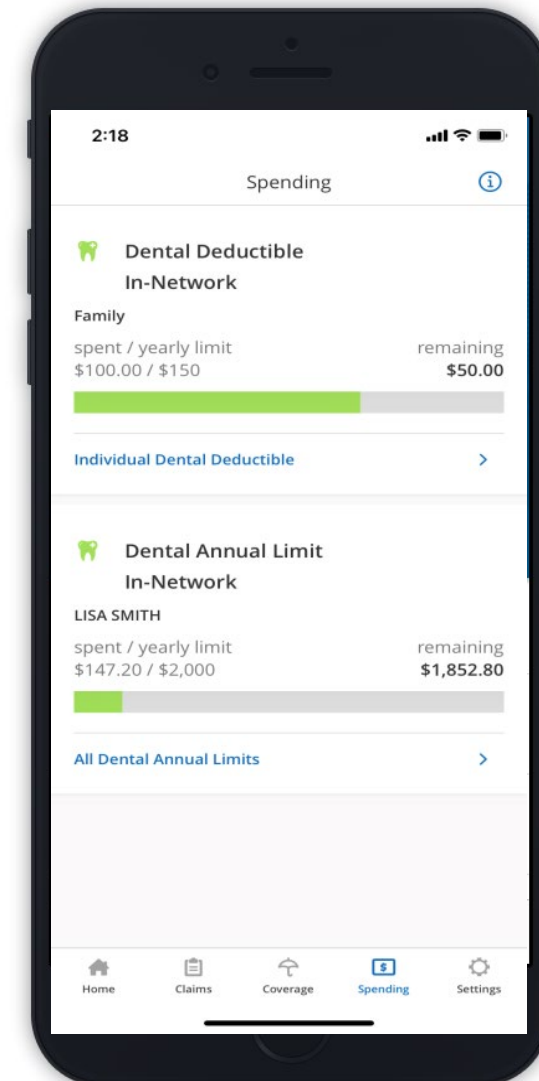


# BCBSNM App

## You can use the app to:

- View or email ID card information, or add it to Apple Wallet
- Check dental claims status and see what you may owe
- Find in-network dentists
- View deductible and remaining annual benefit
- Access the Dental Wellness Center

Text **BCBSNMAPP** to **33633** to download the app



Screen images are for illustrative purposes only.

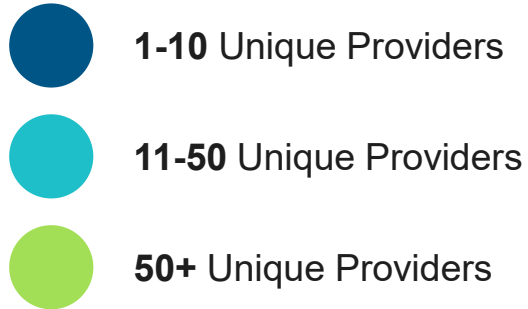


BlueCross BlueShield of New Mexico

BlueCare Dental PPO<sup>SM</sup>

# New Mexico Network

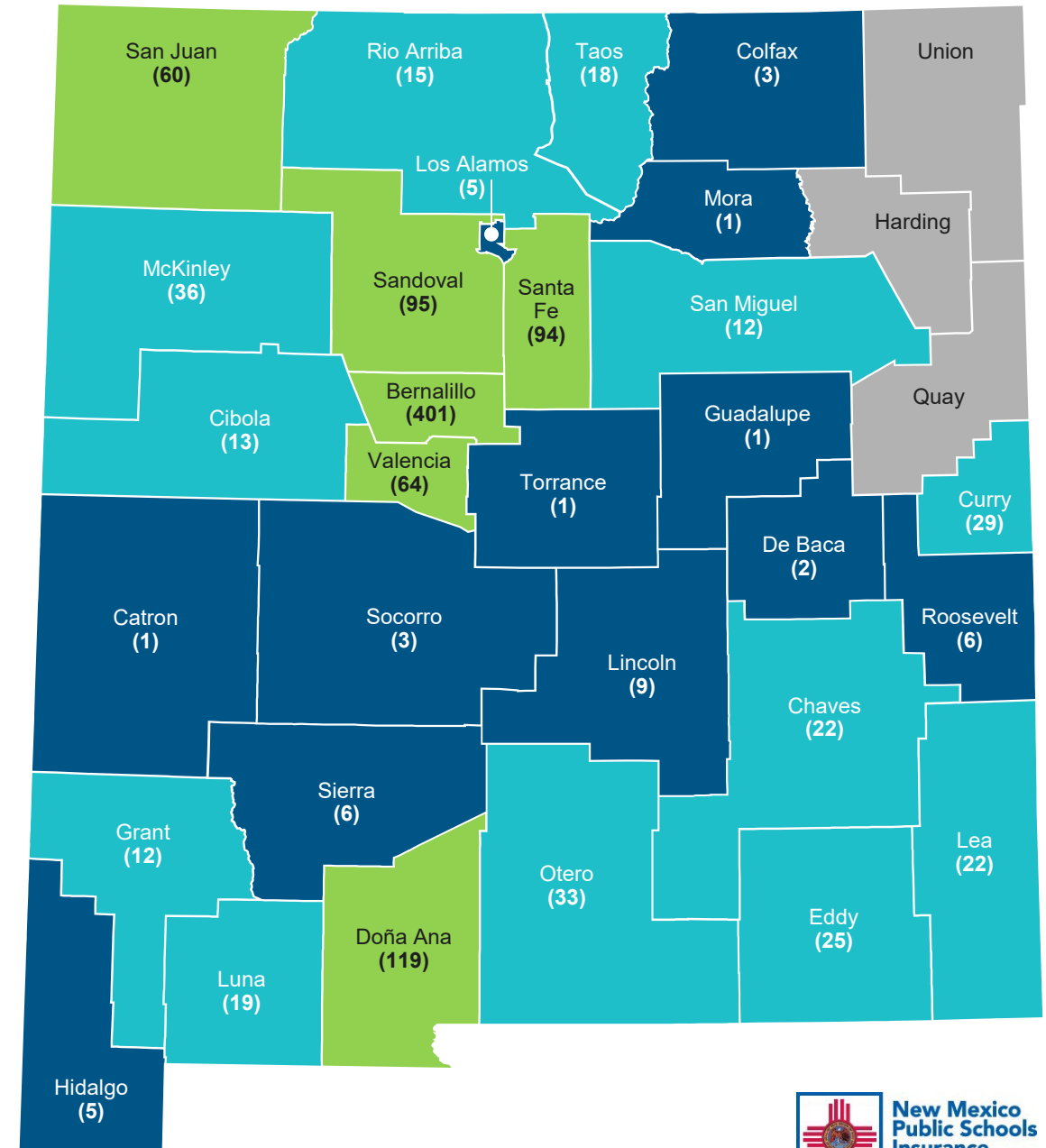
*Unique Providers by County*



Total Unique Providers: **1,140**

Source: Network360<sup>®</sup> Analytics Suite (July 2026).

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



# BlueCare Dental PPO<sup>SM</sup> Network



## ADVANTAGE TO MEMBERS:



### SAVINGS

- PPO dentists offer discounts of 35% to 50% for BlueCare Dental members. You won't be billed for costs exceeding the allowable amount (except coinsurances and deductibles).



### CONVENIENCE

- You have access to one of the largest dental PPO networks in the country.



### QUALITY

- You can take comfort knowing that our professional credentials are verified for every PPO dentist.

| PPO Savings Example:     | PPO Dentist Crown (D2740) | Non-PPO Dentist Crown (D2740) |
|--------------------------|---------------------------|-------------------------------|
| Billed Charge            | \$1420.00                 | \$1420.00                     |
| Allowable Amount         | \$796.00                  | \$1250.00                     |
| Dental Plan pays         | \$398.00                  | \$438.00                      |
| Member's Responsibility* | <b>\$398.00</b>           | <b>\$982.00</b>               |

\*Includes any applicable taxes. Dental services are generally not subject to sales tax, as they are considered essential healthcare.

The dollar amount shown is for illustrative purposes only. Check your benefit booklet for deductible, coinsurance and dollar maximums that apply.



# BlueCare Dental Enhanced Benefit<sup>SM</sup>

## At-risk and high-risk members with diabetes, heart disease or who are pregnant

After standard benefits are exhausted, members are eligible for one of the following additional benefits:

- **Routine cleaning**
- **Periodontal scaling and root planing**
- **Periodontal maintenance**

We make it easy! No member action required; no program enrollment requirement.

Eliminates financial barriers. Members do not have to pay at time of service and seek reimbursement.

**BlueCare Dental<sup>SM</sup>**

**The Right Choice!**



**Network**



**Integration**



**Service**